USER'S MANUAL

AXIS Camera Station

About this Guide

This guide is intended for administrators and users of the AXIS Camera Station, and is applicable for software release 3.0. It covers the configuration of AXIS Camera Station Server and AXIS Camera Station Client as well as instructions for using and managing the AXIS Camera Station on your network. Later versions of this document will be posted to the Axis Website, as required. See also the product's help pages.

Safety Notices Used In This Manual

Important! - Indicates a hazard that can seriously impair operation. Do not proceed beyond the above notice until you have fully understood the implications.

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Legal Considerations

Camera surveillance can be regulated by laws that vary from country to country. Check the laws in your local region before using this product for surveillance purposes.

Liability

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Axis Customer Services

Should you require any technical assistance, please contact your Axis reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can:

- download user documentation and software updates
- find answers to resolved problems in the FAQ database. Search by product, category, or phrases
- report problems to Axis support staff by logging in to your private support area visit the Axis Support Web at www.axis.com/techsup/

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Minimum recommended requirements

For best performance and stability these minimum requirements must be met.

Hardware Client PC:

- Windows Vista Business, XP Professional
- Windows Media Player 11
- CPU: Intel Pentium 4 or higher, 2 GHz
  (Intel Core 2 Quad recommended for larger systems)
- RAM: 1 GB (4 GB recommended for larger systems)
- Screen: 1024 x 768
- Graphics card with DirectX 9.0c; Onboard video memory of 256 MB

  Important! Use latest graphics card driver.
- Microsoft .NET runtime environment (included in installation package)

Hardware Server PC:

- Windows Vista Business, XP Professional, Server 2008, Server 2003
- CPU: Intel Pentium 4, 2 GHz (Intel Xeon recommended for larger systems)
- RAM: 1 GB (4 GB recommended for larger systems)
- Microsoft .NET runtime environment (included in installation package)

Network:

- 100 Megabit Network
  (Gigabit Network recommended for larger systems)

Hard disk configuration:

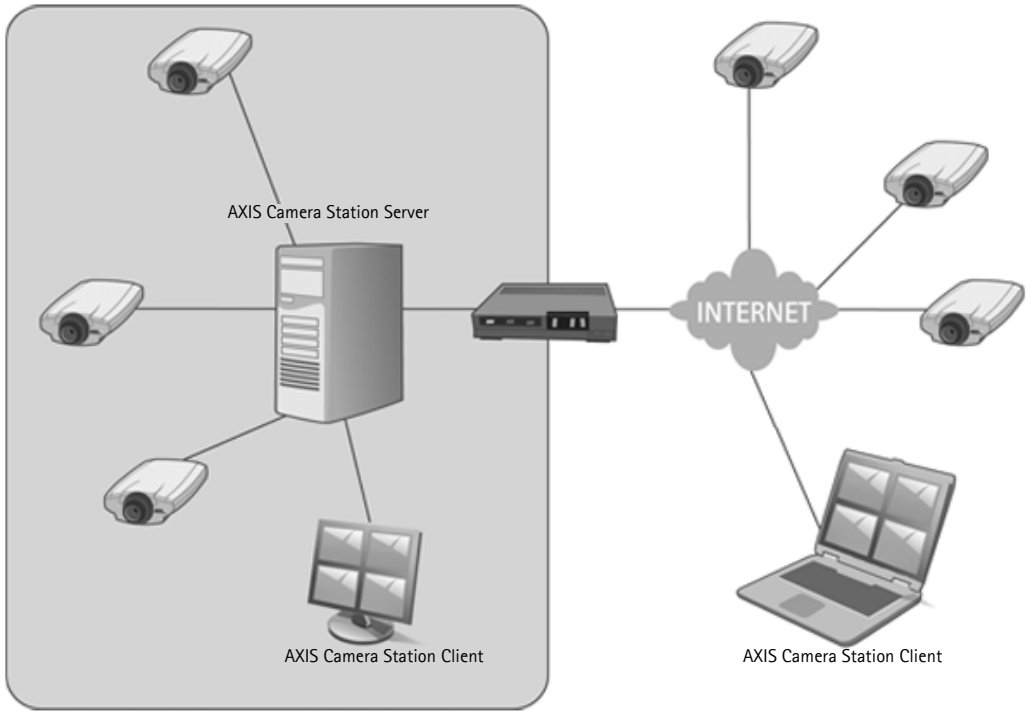
- At 30 fps in VGA up to 15 cameras per hard disk

Note: Make sure to always have the latest service packs installed on your system.

Introduction

AXIS Camera Station is a complete monitoring and recording system for up to 50 cameras. It's comprised of AXIS Camera Station Server, which handles the communication with the cameras/video encoders and recordings and AXIS Camera Station Client, which enables remote viewing and control from anywhere on the Internet or corporate network. AXIS Camera Station One has all the basic features of AXIS Camera Station for one camera/video channel.

This chapter provides a brief description of AXIS Camera Station Server and AXIS Camera Station Client workspaces, tools and menu options. For a more detailed description of buttons and menu items, refer to the context-sensitive Help. To add your cameras and video encoders, see *How to...*, on page 23 for detailed instructions.



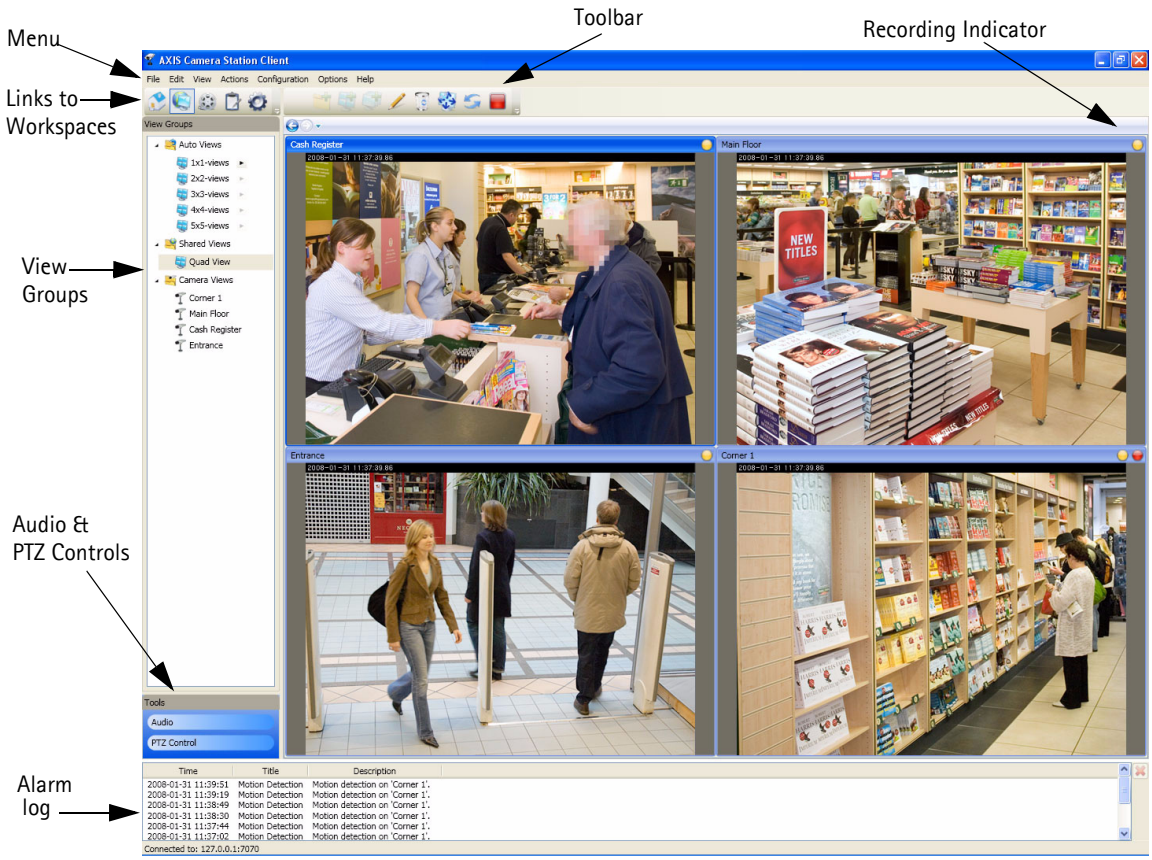
AXIS Camera Station Server

AXIS Camera Station Server handles all communication with the cameras that are included in the system. It also handles recordings, events and user management in the system. Once AXIS Camera Station Server has been installed on your computer, the Service Control allows you to start and stop the server as well as modify server settings if needed. If AXIS Camera Station Server and any cameras in the system are separated by a proxy server, you may need to open the Service Control to manually enter the appropriate proxy settings. See AXIS Camera Station Service Control Help for more information.

An icon in the system tray shows if the service has stopped , or is running . To modify server settings you can double-click the icon to open AXIS Camera Station Service Control, see *AXIS Camera Station Service Control,* on page 39 and *AXIS Camera Station Service Administration,* on page 41.

AXIS Camera Station Client

The user interface is developed with a focus on ease-of-use and intuitive handling with navigation tools providing quick access to cameras and recording in the system. AXIS Camera Station is divided into five areas called workspaces. They are Start page, Live View, Recordings, Logs and Configuration.



Menu items

File

Disconnect - Disconnects AXIS Camera Station from the server. Connect to AXIS Camera Station dialog automatically becomes active.

Exit - Disconnects and closes AXIS Camera Station application.

Edit

Menu items become active in Live View for editing Views.

Add view group - Adds a new group folder in a selected views folder.

Add split view - Opens a dialog to add a split view to a selected group.

Add sequence - Opens a dialog to add a sequence view to a selected group. A Sequence view automatically switches views between chosen cameras included in your AXIS Camera Station.

Edit view - Opens a dialog to edit the selected view, group or sequence.

Remove view - Removes the selected view, group or sequence from AXIS Camera Station.

View

Navigates to Start Page, Live View, Recordings, Logs, and Configuration workspaces. While in Live View menu items Full Screen, Refresh Live View, and Stop Live View become active.

Actions

Record Manually - Opens a dialog to start and stop manual recordings.

I/O Monitoring - Opens a list of Input/Output ports available to the user in the cameras added to AXIS Camera Station with their current status. See *Add Inputs and Outputs*, on page 29.

Configuration

Add/Edit Cameras - Add, edit or remove cameras in AXIS Camera Station.

Live View Settings - Set camera profiles for format, resolution, compression, frame rate and audio (if available) for live viewing.

Recording Settings - Set up recording settings for one or more cameras for manual, continuous and motion detection. For more options and better flexibility use Event Configuration instead.

Event Configuration - Event Configuration Wizard steps you through setting up triggers and actions in AXIS Camera Station.

User Permissions - Activate security and set user and group permissions for viewing, recording, access to input/outputs, PTZ functionality and audio.

Recording Storage - Define where to store recordings and how much of the disk to use.

I/O Settings - Add, edit or remove available I/O ports and their settings.

Schedules - Add or remove time tables used in the Event Configuration Wizard and Camera Recording Settings.

Options

Set Master Credentials - Enter an administrator user name and password to access multiple cameras.

SMTP Servers - Set up one or more SMTP servers to enable AXIS Camera Station to send e-mail messages.

Licenses - Add, register and activate licenses for Axis network cameras.

Install Decoders - If you are running AXIS Camera Station in Licensed version, installation of missing decoders can be done easily through this menu item.

Customize - Customize the look of AXIS Camera Station at Startup, Playback options and the sound played when an alarm occurs.

Help

Help - Displays help.

Online support - Opens the AXIS Camera Station support web page in your Internet browser. Your computer must be connected to the Internet for this menu option.

Configuration Sheet - Compiles a report in HTML format containing an overview of the system configuration. This includes general configuration information, camera, recording, storage and event configuration settings. This report is useful in support issues.

Server Report - If you are in need of support, this option prepares a .zip file containing parameter and log files that should be sent to Axis Support for analysis of your system.

About - Information about this product.

For a complete description of menu items and toolbar see the AXIS Camera Station Help files.

Alarm log

At the bottom of workspaces Live view and Recordings is a list of server alarms. They are listed by date/time, title and description of the alarm as they happen.

Workspaces

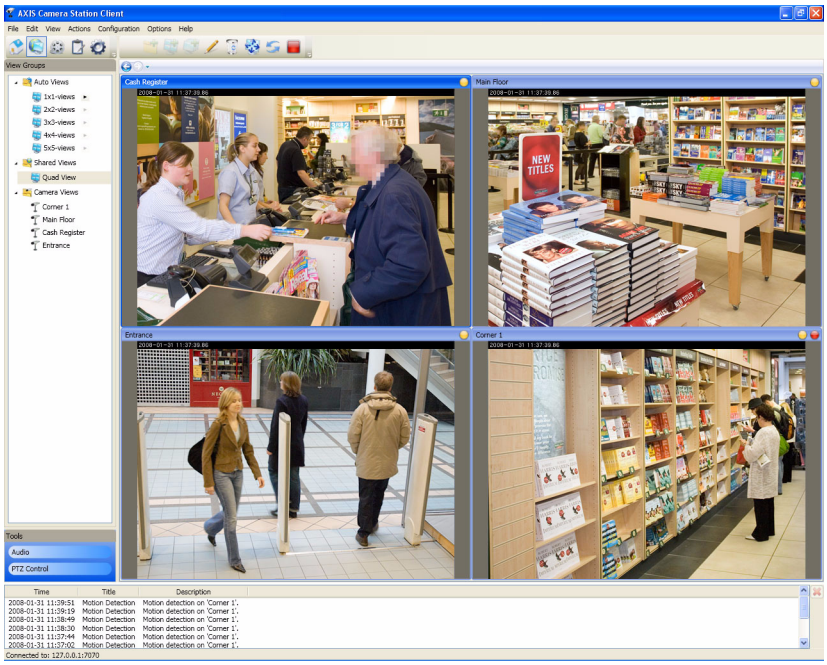
For easy navigation, AXIS Camera Station is divided into workspaces that can easily be accessed by simply clicking on the navigation button in the toolbar or under the menu item **View**.

Start page

The Start page gives you a quick overview and what's new in AXIS Camera station.

Live view

Provides a single interface to organize and monitor Axis network cameras and video encoders on your network. From Live view workspace set up View groups, record, and control the cameras' audio and pan/tilt/zoom.



View groups

View groups is divided into four parts; Auto Views, My Views, Shared Views and Camera Views. For instructions on setting up custom views in My views and Shared views see *Create Views*, on page 24 in the How to section.

Auto Views – Live views from cameras and video encoders are automatically added here as they are added to AXIS Camera Station.

My Views – Views can be custom designed by the current user to be viewed by the current user.

Shared Views – Views created by an administrator or operator that are accessible by all users.

Camera Views – Includes a list of all the cameras and video encoders added to AXIS Camera Station. Click a specific camera to open its Live View. For information on how to add devices to the system, see page 23.

View group types

Split views – Set up split views in Live View to meet your needs.

Sequence – Also called salvos, set up sequence views with a unique combination of camera views and variable dwell time.

For instructions on how to add split views or sequences to My Views and Shared Views, see page 24 in the How to section of this manual.

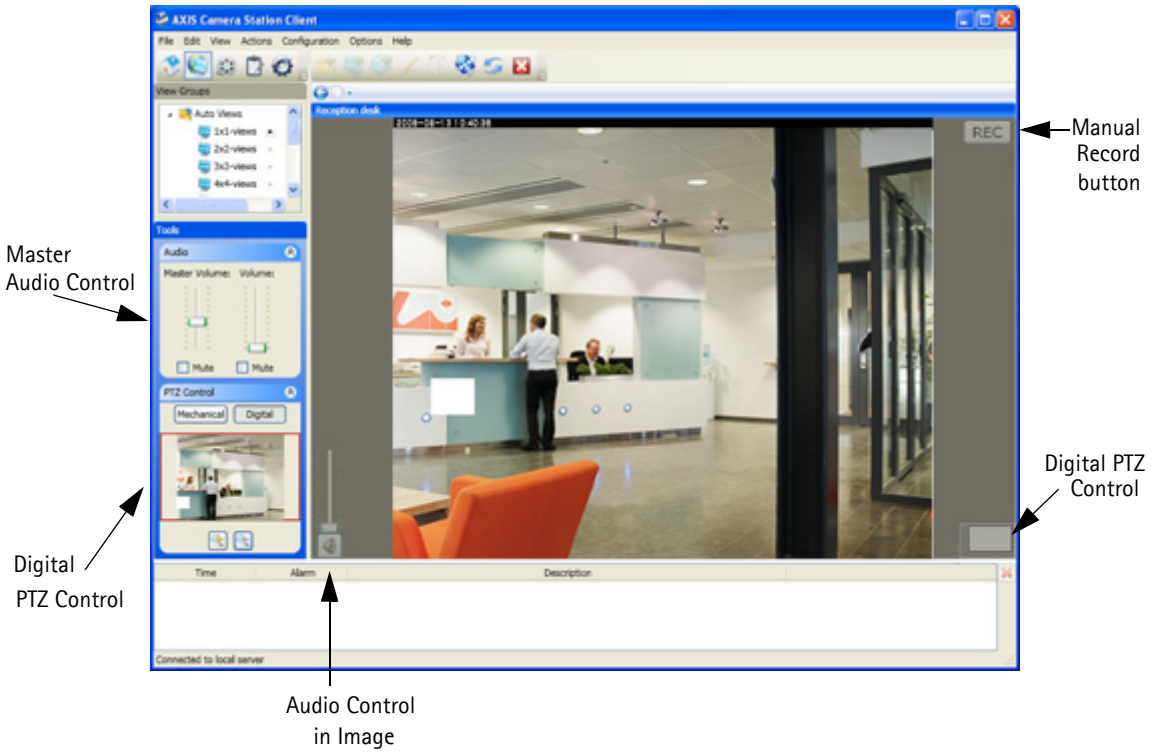
Tools

Audio

Includes Master Volume and Mute controls for cameras with audio capability. A volume control becomes visible and active for individually selected cameras that have audio capability.

To activate a volume control in the Live view image, place the mouse cursor over the desired camera's live view image and an overlay control appears.

Notes:
- The audio controls will be inactive but visible in Tools and will not appear in the image if the user does not have proper authority for audio, see User Permissions, on page 28.
- Audio is not available in M-JPEG streams and split views with more than 6 cameras.



PTZ Controls

AXIS Camera Station has two types of PTZ controls; Mechanical and Digital. Mechanical is for PTZ cameras, while Digital can be used for both mechanical PTZ cameras and cameras that do not have this support.

Mechanical – PTZ cameras can be controlled with the PTZ Control panel. Select a PTZ camera by clicking in its Live View.

The camera can now be directed to move according to the buttons clicked on in the PTZ control. The center buttons "+" zooms the view in and "-" zooms the view out again. To direct the camera using the mouse's cursor, click in the image to direct the camera and use the scroll wheel to zoom in or out.

Presets – Preset positions that were set up in the camera are included in the drop-down list. For more information about preset positions refer to your camera's help files and user's manual.

Digital – If the selected camera does not have mechanical PTZ support, use the digital PTZ tool to pan, tilt and zoom in the live view image. Click in the camera's live view and then either the zoom in or out buttons represented by magnifying glasses. Use the navigation box that appears in the lower right-hand corner of the live view or the red navigation box in the PTZ controls to pan and tilt in the live view image. Click on the navigation box and with the left mouse button pressed drag the box to the desired location in the image. It is also possible to a zoom in the image using the mouse wheel.

Note: Pan, Tilt and Zoom can also be achieved by clicking in the image and navigating the camera with the cursor and zooming in and out with the mouse's wheel. For information on using the AXIS 295 Surveillance Joystick see page 22.

Recording Indicators

Different color indicators appear in the upper right hand in the live view image to signifying recording.

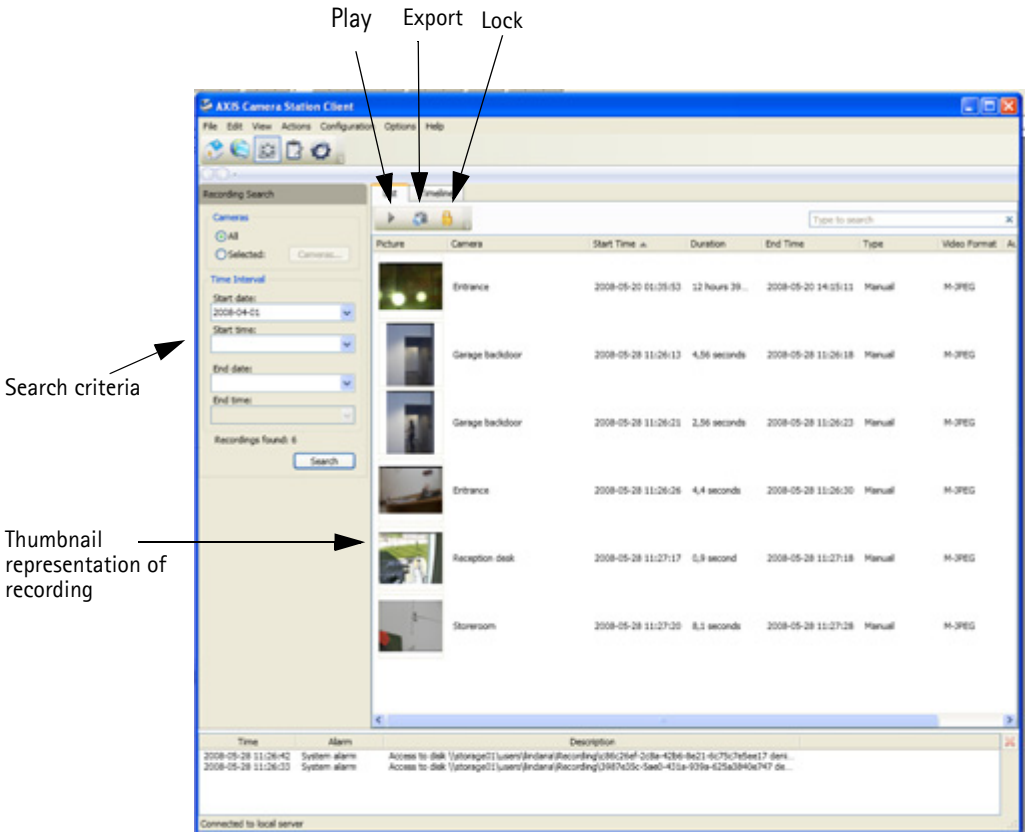
- **Yellow** - Manual recording in progress
- **Red** - Motion detection or event recording in progress
- **Blue** - Continuous recording in progress

Recording and Playback

Recording Search

Search for continuous, manual, motion detection or event recordings from one or many different cameras in a desired time interval. AXIS Camera Station also features 4-camera playback, which allows you to view simultaneous recordings from up to four different cameras to get a comprehensive picture of an event

List of Recordings



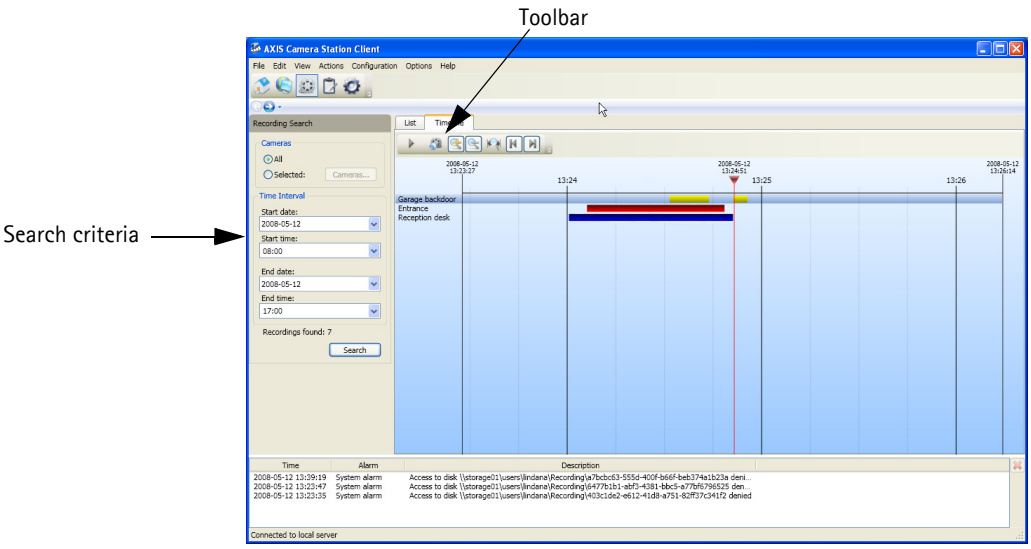
To search and play recordings from **List**:

1. Choose either **All** cameras or **Selected** and click **Cameras** to find recordings from one or more specific cameras.
2. Select the Start and End date under **Time Interval**. To search for all recordings, clear the start and end date fields by clicking in the field and pressing the delete key.
3. Click **Search** and a list of found recordings appears.
4. Double-click on the list item or select the item by clicking on it and click the play button to view. To view more than one recording at the same time, select the desired recordings, while holding down the shift-key and click the play button.

To enable/disable thumbnail representation pictures go to **Options** > **Customize** > **Recording Search**.

Timeline

The search results can also be viewed in a timeline presentation. Follow the recording search steps under List and click the **Timeline** tab.



Recordings are color coded:

- **Red** - Motion detection recording
- **Yellow** - Continuous recording
- **Blue** - Manual recording

Timeline toolbar

A toolbar appears at the top of the search dialog with buttons to navigate the results.

Play - play selected recording

Export - Export to an ASF file, See *Export selected recordings*, on page 16

Zoom in - Zoom in on an area in the timeline

Zoom out - Zoom out of an area in the timeline

Select zoom area - To zoom in on a period of time, click this button and then select the desired time in the timeline.

Pan left/right - Pan or move left and right in the timeline.

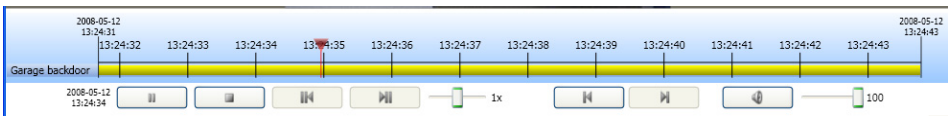
Playback will also start by double-clicking the recording. To view recordings from more than one camera, select the desired recordings by clicking on the rows, while holding down the shift-key and click the play button.

Playback

How to start playback:

1. To start recordings from a specific time click at the top of the timeline.
2. A red line appears that can be placed at a desired point in time.
3. Click the play button to start playback.

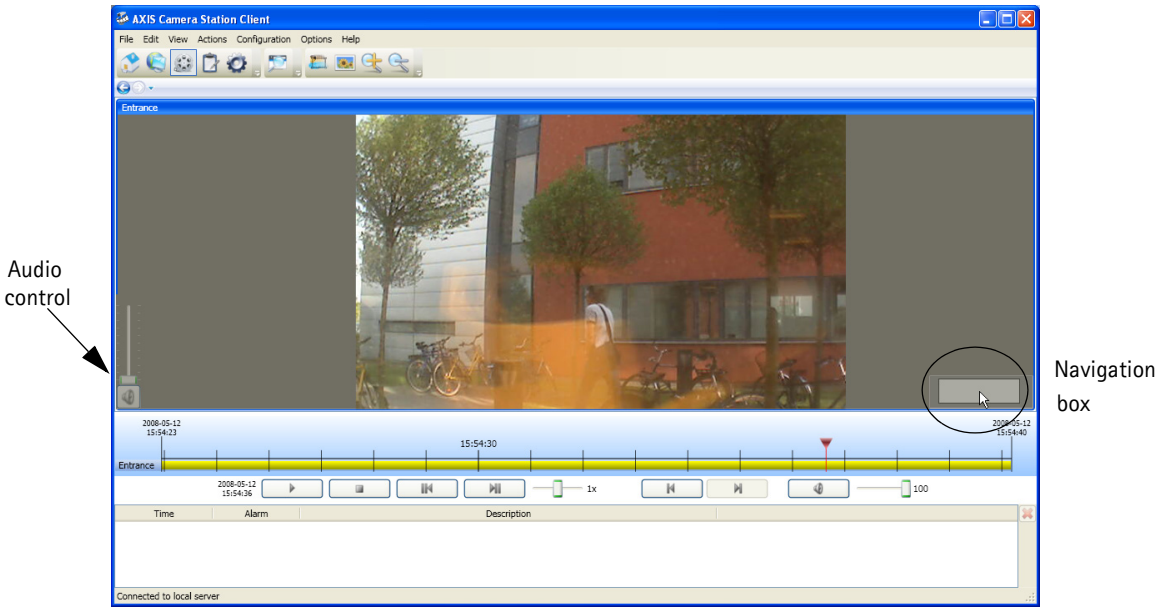
A timeline appears at the bottom of the view with the camera's name, date and time of the recording.



Playback control panel includes the following buttons from left to right:

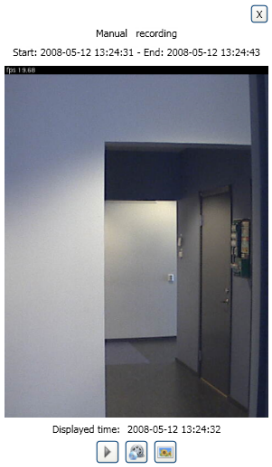
- **Play/Pause** - Starts, resumes and pauses playback
- **Stop** - Stop playback
- **Step Back** - Step to previous frame in selected recording
- **Step Forward** - Step to next frame in selected recording
- **Playback speed** - Set playback speed
- **Jump to previous** recording's start
- **Jump to next** recording's start
- **Master Mute** - Mute audio for all recordings
- **Master Volume Control** - Volume control for all recordings

In Playback mode you can pan/tilt/zoom by clicking in the image and scrolling in and out by scrolling with your mouse wheel. A navigation box also appears in the lower right-hand corner to use to navigate around the image. If audio was included in the recording a volume control appears in the playback image.



Recording details

To obtain information of the recordings under the **Timeline** tab, right-click on the recording to open a **Recording Details dialog**. Information provided includes starting and ending date/time, playback, export and save image buttons.



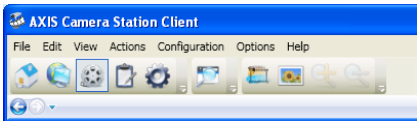
Return to recording search – Click this button to return to the recording search results.

Smart search

With Smart search you can search for motion in a specific area in recordings. This is especially useful when searching continuous recordings.

Click the Smart search button in the toolbar, a Smart search next button will appear in the playback panel, a motion window will appear in the image and a sensitivity slider will appear in the lower right-hand corner

1. Drag and size the motion window to the desired area of the image.
2. Adjust slider to the proper sensitivity. A high value indicates high sensitivity to motion.
3. Click the Smart search next button to jump to the place in the recording where motion takes place.



Save selected snapshot to file – Opens a dialog to save the selected snapshot as a jpg image to file.

Export selected recordings

To export the a recording in ASF format.

1. Click **Browse** to navigate to the place to send the recording.
2. Check **Include setup file for codecs**, if the setup file for the coder/decoder should be sent with the file. Note: This option is not available for Demo or AXIS Camera Station One versions.
3. Click **Export**.

To export part of a longer recording, using the timeline function, zoom in on the portion of the recording or under Time Interval enter the desired start and end time of the recording and click the search button again and then click Export.

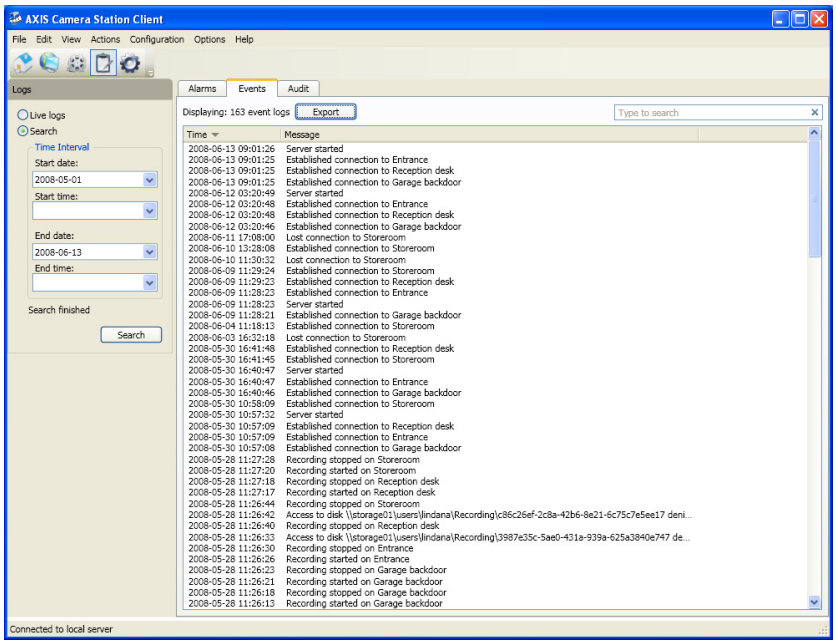
Logs

For easy navigation and an instant overview of the system, the Logs workspace includes alarm, event and audit logs.

When **Live logs** is enabled, it shows all current alarms, events and user audits. To list a specific time period, select the **Search** radio button and enter the date and/or time and click Search.

Logs shows all alarms, events and user actions.

- **Alarms –** A list of alarms that have been triggered which were set up under Event Configuration and system alarms, such as disk errors and lost connections.
- **Events –** All camera and server events such as recordings and triggers.
- **Audit –** Shows all user actions in AXIS Camera Station, such as manual recordings or additions to Event Configuration Rules.



Alarms

The **Alarms** tab shows all alarms, that were set up under **Event Configuration** and **System Alarms,** that were triggered**.** Listed are the date/time, title and description of the alarm. When Live logs is enabled, it's possible to remove selected alarms by selecting them and clicking the button.

For information on setting up an alarm see *Event Configuration Wizard,* on page 31.

Events

The Events tab shows all camera and server events such as recording, triggers, alarms and system messages. Listed is the date and time the event took place, plus a short description of the event.

Audit

The Audit tab shows all user actions in AXIS Camera Station, such as manual recordings, video streaming started or stopped, and event configuration.

Export a log

Logs can be saved as a text file by clicking the **Export** button.

Configuration

Configuration is a collection of all the important links to get AXIS Camera Station up and running.

- **Add/Edit Cameras –** Add, edit and remove cameras in AXIS Camera Station
- **Recording Settings –** Set up recording settings for one or more cameras for manual, continuous and motion detection. For more options and better flexibility, use Event Configuration instead
- **User Permissions –** Activate security and set up users with access rights to cameras
- **Input/Output Settings –** Add, edit and remove input and output ports for cameras that have been added to AXIS Camera Station
- **Licenses –** Add more licenses to AXIS Camera Station Server for more cameras or extend support date
- **Live View Settings –** Set format, resolution, compression, frame rate and audio (if applicable) for Live View
- **Event Configuration Wizard –** Set up recordings and alarms by defining triggers and actions
- **Recording storage –** Define where to store recordings and how much of the disk to use
- **Schedules –** Timetables can be set up to be used in event configuration and camera recording settings
- **Customize –** Customize the look of AXIS Camera Station at Startup, the sound played when an alarm or event occurs and Playback behavior

Licenses

License modes

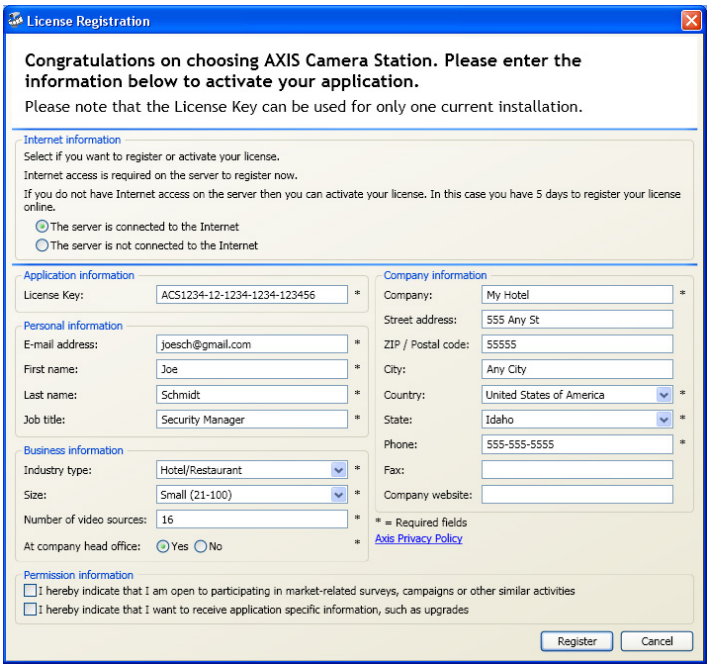
When starting the application for the first time, AXIS Camera Station offers a choice between three license modes:

- Licensed version: Complete version of AXIS Camera Station allowing up to 50 camera channels.
- Demo: A 30 day evaluation version of AXIS Camera Station with up to four camera channels and full functionality.
- AXIS Camera Station One: A free version of AXIS Camera Station with one camera channel.

Registering licenses

Multiple licenses can be added to AXIS Camera Station to install up to 50 camera channels. Contact your local Axis resellers to purchase more licenses. AXIS Camera Station offers two ways to add and register a license: an automatic process within the application or a form on AXIS website.

If AXIS Camera Station Server is installed on a computer with Internet connection, the automatic registration is the easiest and fastest way to activate a new license.


License Registration
Congratulations on choosing AXIS Camera Station. Please enter the information below to activate your application.
Please note that the License Key can be used for only one current installation.
Internet information
Select if you want to register or activate your license.
Internet access is required on the server to register now.
If you do not have Internet access on the server then you can activate your license. In this case you have 5 days to register your license online.
The server is connected to the Internet
The server is not connected to the Internet
Application information
License Key: ACS1234-12-1234-1234-123456
Personal information
E-mail address: joesch@gmail.com
First name: Joe
Last name: Schmidt
Job title: Security Manager
Business information
Industry type: Hotel/Restaurant
Size: Small (21-100)
Number of video sources: 16
At company head office: Yes No
Company information
Company: My Hotel
Street address: 555 Any St
ZIP / Postal code: 55555
City: Any City
Country: United States of America
State: Idaho
Phone: 555-555-5555
Fax:
Company website:
* = Required fields
Axis Privacy Policy
Permission information
I hereby indicate that I am open to participating in market-related surveys, campaigns or other similar activities
I hereby indicate that I want to receive application specific information, such as upgrades
Register
Cancel

If AXIS Camera Station Server has no connection to the Internet, you can still add the license to AXIS Camera Station. License will start in Grace mode, which means that you have 5 days to activate it on Axis website: http://www.axis.com/techsup/acs Note carefully the server ID given in the License Registration dialog as you will need it to register your license on the web form. Once you have retrieved the Access Code, enter it in the dialog shown below and your license will be fully registered.

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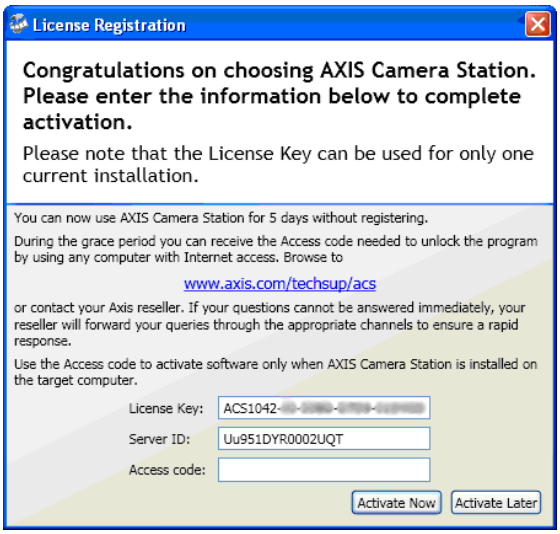

License Registration
Congratulations on choosing AXIS Camera Station. Please enter the information below to complete activation.
Please note that the License Key can be used for only one current installation.
You can now use AXIS Camera Station for 5 days without registering.
During the grace period you can receive the Access code needed to unlock the program by using any computer with Internet access. Browse to
www.axis.com/techsup/acs
or contact your Axis reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response.
Use the Access code to activate software only when AXIS Camera Station is installed on the target computer.
License Key:
ACS1042-
Server ID:
Uu951DYR0002UQT
Access code:
Activate Now
Activate Later

License type

AXIS Camera Station allows different kinds of licenses to be added:

- Base license: Allow adding a set of camera channels (4 or 10). The first license installed on the system must be a base license.
- Upgrade license: Allow adding more camera channels (1, 5 or 20).
- Support license: Add one year to the support period of the product.

Support

With the initial base license is included one year free support and software upgrades for AXIS Camera Station. For access to support and upgrades after the first year has expired a yearly support license is required. A support license will grant you one year additional support and upgrade from the day when the base license or previous support license expired.

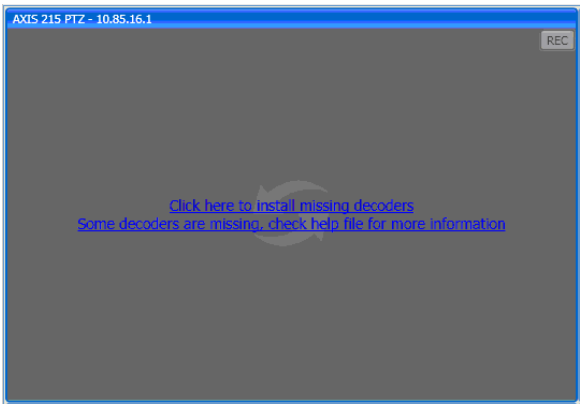
License transition

AXIS Camera Station allows changing the license mode. Refer to the following table for more information about possible transitions:

From/to	Licensed version	Demo	AXIS Camera Station One
Licensed version	-	No	No
Demo	Yes	-	Yes
AXIS Camera Station One	Yes	Yes	-

Decoders

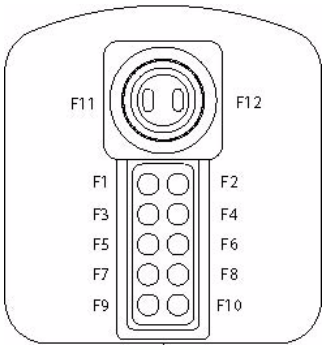
If you are running AXIS Camera Station in Licensed version, installation of missing decoders can be done easily through the menu **Options** > **Install Decoders** or in the Live View workspace from the view itself.


AXIS 215 PTZ - 10.85.16.1
REC
Click here to install missing decoders
Some decoders are missing, check help file for more information

Due to licensing issues, decoders are not included in Demo mode and AXIS Camera Station One. Decoders can be installed from the cameras if the licensing terms are accepted.

AXIS 295 Video Surveillance Joystick

The AXIS 295 is a USB device that gives responsive and accurate control of the pan, tilt, zoom functionality in PTZ and dome cameras. A newly installed joystick is detected on startup or when the refresh button is clicked in Live View.



Button	Function
F1	PTZ Preset 1 from camera
F2	PTZ Preset 2 from camera
F3	PTZ Preset 3 from camera
F4	PTZ Preset 4 from camera
F5	Go to previous camera view while in a split view
F6	Go to next camera view while in a split view
F7	Toggle Monitor mode
F8	Open a selected camera's view into a single view
F9	-N/A-
F10	Start and Stop manual recording
F11	Slow
F12	Fast

Buttons F1-F4 are the PTZ preset positions as defined in the setup pages of the current camera the joystick is controlling. For more information, refer to the camera's online help. Buttons F5 and F6 allow you to toggle between camera views while in a split view. F7 opens the current camera in Monitor mode and F8 opens the Single camera view. F10 Starts and stops manual recording in Live view. On the joystick handle, F11 and F12 control the speed of the Pan/Tilt/Zoom.

How to...

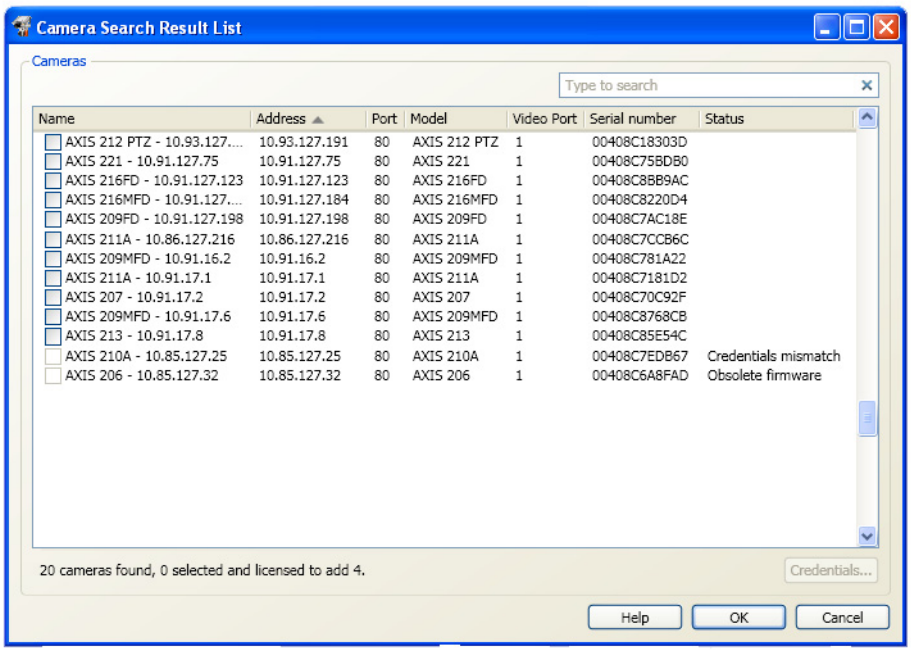
After installing the software, it must be configured for your cameras and video encoders. Among other things, this chapter describes how to configure and maintain AXIS Camera Station as well as how to set up recording, motion detection, and alarms. For installation instructions, refer to AXIS Camera Station Installation Guide.

Add cameras/video encoders

The first time AXIS Camera Station is started, a search function automatically finds and adds cameras/video encoders that are on your network to AXIS Camera Station. If there are more cameras on your network than you have a license for, you will need to go to **Configuration > Add/Edit Cameras** from the menu. Follow the directions for either using **Add a camera/video encoder – using search** or **Add a camera/video encoder – manually**.

Add a camera/video encoder – using search

1. From AXIS Camera Station, select **Configuration > Add/Edit Cameras** from the menu**.**
2. Click the **Search** button, a **Search List** window opens with a list of the cameras found on your local subnet and all the devices with routers that support multicast traffic.
3. Check the boxes of the desired camera/video encoder.



Note: If there is a problem adding a camera, look at the status field in the search result list to see if the camera has, for example, obsolete firmware or credential mismatch.

Add a camera/video encoder – manually

1. Select **Configuration** > **Add/Edit Cameras** from the menu.
2. Click the **Add** button to open the Add Camera dialog.
3. Under **Settings**, enter the required information.

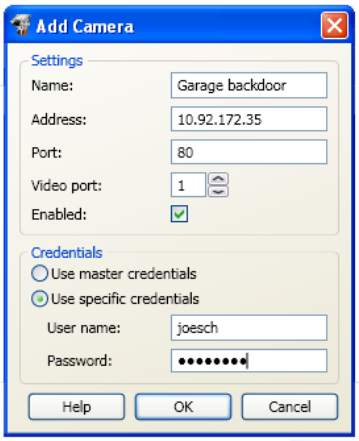
   Name - Enter a descriptive name for the camera

   Address - Enter the camera's IP address or host name

   Port - Enter the port number, if different than the default port 80

   Video port - Video port number, if the device being entered is a multiport video encoder

   Enabled - The Enabled box should be checked. Recordings and Live View are not possible from this device, if this box is not checked
4. A valid administrator user name and password are required to access and configure Axis network cameras and video encoders.



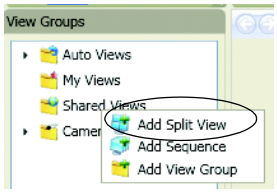
Master Credentials is the default user name and password to access a device and can be set under the menu item **Options** > **Set Master Credentials**. You also have the option of using specific credentials for a device. In this case, check the radio button **Use specific credentials** and enter the specific user name and password.

5. Click **OK** to save.

Create Views

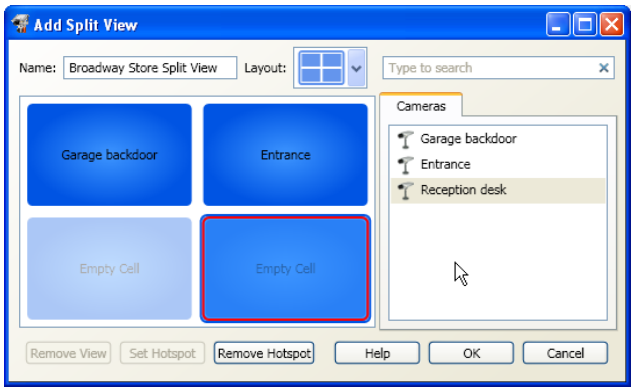
Create a Split View

1. Right-click on My Views, Shared Views or a created view from the Live View workspace and choose **Split view** from the pop-up menu.
2. Enter a descriptive name and choose a layout from the drop-down list.
3. Drag-and-drop cameras to the desired camera views into place.



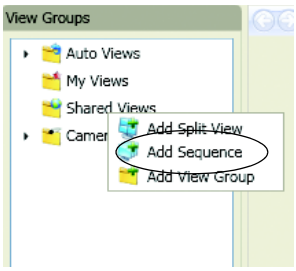
You can define a frame in the view as a **Hotspot** that will automatically load the view from a camera when it's clicked on and it receives the Live View of a camera that is defined in **Event Configuration** under **Alarm Action**, for more information refer to the help pages. This is particularly useful for asymmetric views with one large view frame and a number of smaller views. The large view frame is typically defined as the hotspot. To define a hotspot click in the desired section of the view and click **Set Hotspot**.

4. Click **OK** to save settings and close dialog.

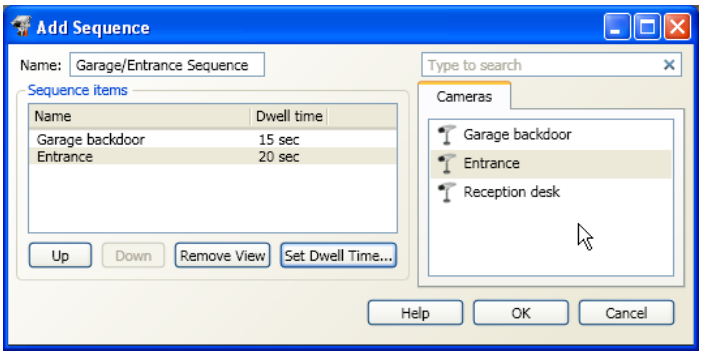


Create a Sequence View

With AXIS Camera Station, you can set up sequenced views from multiple cameras. Each sequence can be set with a unique combination of camera views and variable dwell time.

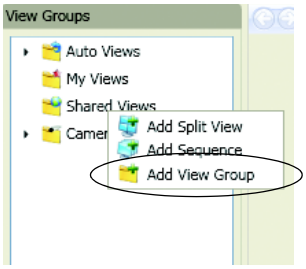


1. Right-click on My Views, Shared Views or a created group under View Groups in the Live view workspace and choose **Sequence view** from the pop-up menu.
2. Enter a descriptive name.
3. Drag-and-drop the cameras you would like included into **Sequence Items**.
4. To set the number of seconds the sequence will dwell on a camera's Live View, click on the camera and click **Set Dwell Time.**
5. Click **OK** to save settings and close dialog



Create a new View Group

In Live View customize your own view layout or share views with other users.

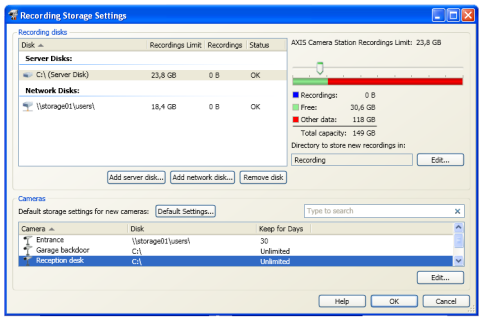


1. Right-click in My Views or Shared Views under View Groups in the Live View workspace.
2. Choose **Add View Group** from the pop-up menu.
3. Enter an appropriate name for the group.
4. To add a Sequence or Split view follow the instructions **Create a Sequence View** or **Create a Split View**.

Set up Recording Storage

To specify where to store your recordings select **Configuration** > **Recording Storage**. To prevent the hard drive from becoming full a maximum disk capacity should be set. Additional server and network disks can be added for security and more space.

1. Click on **Add server disk** or **Add network disk**.
2. Enter the path of the disk and click **OK** to save.
3. Select the newly added disk.
4. With the slidebar set the maximum disk space to be used by AXIS Camera Station.



To change the location of where recordings will be stored, click **Edit** and enter a new directory.

Set up Recording Storage Settings for Cameras

To enter or change storage settings for individual cameras from **Configuration** > **Recording Storage**:

1. Select the camera by clicking on it under **Cameras**.
2. Click **Edit** and the **Edit Camera Recording Storage Settings** dialog opens.
3. Choose the disk to save recordings to from the drop-down list **Record to disk**.
4. Set the number of days to keep recordings. By default the recordings are set to 'Unlimited'.
5. Click **OK** to save settings.

To enter default storage settings for all newly added cameras Click **Default Settings** under **Cameras**.

Note: Maximum drive space has precedence over the number of days to keep recordings. Recordings will be deleted if there is no room left in the allotted drive space.

Set up Recording

Recording can be continuous, scheduled, manual or triggered by motion or alarm. Media profiles can be created for each type of recording for, among other settings, optimal frame rate and resolution. See *Media Profile Settings*, on page 28 for more information.

Continuous Recording

With this option, the server is set to continuously save video. Note that this option uses more disk space than a triggered recording.

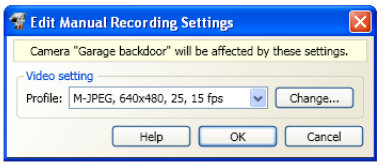
1. Click on menu items **Configuration** > **Recording Settings**.
2. Select the camera and click the **Continuous** button.
3. Check the **Enabled** box and choose a **Video setting** from the drop-down list or click **Change** to make a new video setting.
4. Click **OK** to save settings.

Scheduled recording

1. To set up a scheduled recording, start with the Continuous Recording Settings above and select the **Custom schedule** radio button.
2. Choose a schedule from the drop-down list, click **Edit** to revise an existing schedule, or click **New** to create a schedule.
3. Click **OK** to save settings.

See *Schedules*, on page 30 for more information on setting up schedules for recording or events.

Manual Recording



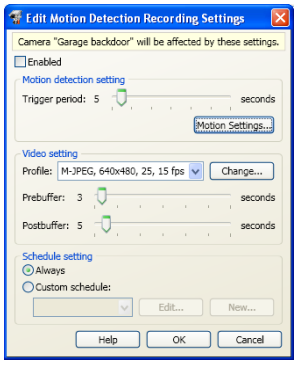
With AXIS Camera Station you can manually record whenever you need to by clicking on the REC button in the camera's Live view frame. Follow these instructions to set up manual recording for a device.

1. Click on menu items **Configuration** > **Recording Settings**.
2. Select the camera and click the **Manual** button to open **Edit Manual Recording Settings**.
3. Click the **Change** button to adjust the video setting profile. For additional information see **Help**.
4. Click **OK** to save settings.

To record, click on the REC button that appears in the upper right corner when the curser is over the camera's live view frame. The camera is recording when a yellow indicator appears. Click the button again to stop recording.

You can also go through the menu item **Actions** and open the **Record Manually** dialog. Click the **Start** button to begin recording and the **Stop** button to end.

Motion triggered recording



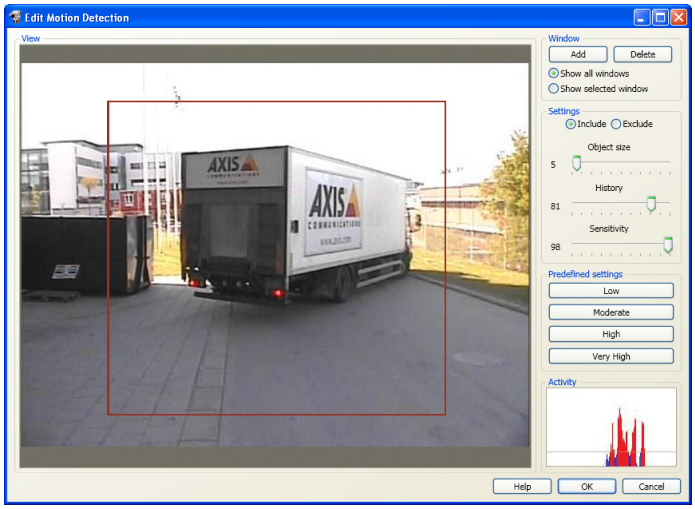
Motion can be detected by Axis network cameras that have built-in motion detection software. Recording only when motion is detected will save hard disk space compared to other options such as recording continuously. Motion Detection Recording can be configured using the Event Wizard or the Recording Settings dialog as described here.

1. Click on menu items **Configuration** > **Recording Settings**. Select the camera and click the **Motion Detection** button.
2. Check the **Enabled** box.

Motion detection settings

These instructions will step you through setting up the motion detection window with object size, history, and sensitivity.

1. Set the **Trigger period** to the number of seconds between events. For example, in cases where there is continuous motion to prevent many alarms being sent, set the slidebar to the desired amount of seconds between events.
2. Click the **Motion Settings** button to configure motion detection windows.



3. Set the area for motion detection by clicking on the **Add** button.
4. Select the **Include** radio button.
5. Position the window in the desired area of the camera's view. The motion detection window can be resized and moved by clicking on the sides of the box.

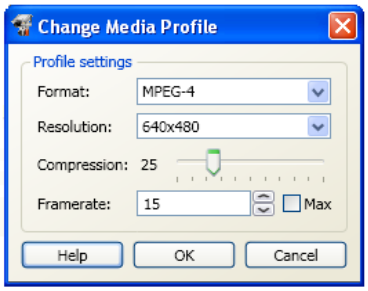
6. Under **Settings** the **Include** radio button should be selected by default.
7. The **Object size**, **History** and **Sensitivity** can be set manually or by using predefined settings. Begin with a predefined setting and if needed fine adjust the settings using the slidebars while looking in the Activity window while there is a desired amount of motion in the window.
   - **Object size** - relative to the region size. At a high level, only very large objects are detected. At a low level even very small objects trigger an event
   - **History** - defines how long an object needs to be in a region before it is considered to be non-moving. At a high level an object that appears in the region will trigger the motion detection for a long period. At a low level an object that appears in the region will trigger motion detection for only a very short period.
   - **Sensitivity** - defines the difference in luminance between the background and the object. At a high level ordinary colored object on ordinary backgrounds will trigger motion. At a low level only very bright objects on a dark background will trigger an event
8. Click **OK** to save settings.

Configure Exclude Windows

An Exclude window will mask an area in an Include window where detected motion will be ignored. The area of exclude window is shaded white. Movement outside the include window is automatically ignored. Follow these steps to set up an Exclude window.

1. Click the **Add** button and then select the **Exclude** radio button.
2. Move and size the **Exclude** window over the desired area of the **Include** window.
3. Click **OK** to save settings and close dialog.

Media Profile Settings



Media profiles are entered to be used in Live View and Recording Settings. The available formats are automatically loaded in the drop-down list.

Enter Profile settings

1. Choose a **Format** for your media profile from the drop-down list. The options that appear in the list are dependant on what is supported in the camera.

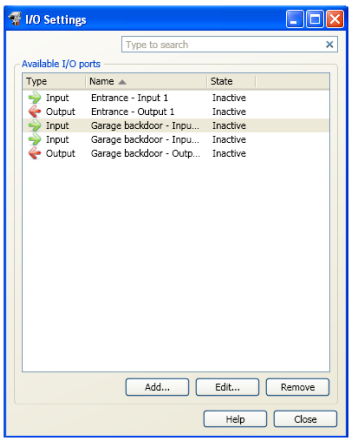
Note: Cameras configured for MPEG-4 can only have one MPEG-4 profile at one time.

2. Select the **Resolution** to use. Depending on the camera, resolution can fall into different ranges. Resolution is a measure of how much detail a digital image can hold; the greater the resolution, the greater the level of detail.
3. Changing the **Compression** level affects the amount of bandwidth required. Lower compression improves image quality, but uses more bandwidth and storage space.
4. Specify the desired recording **Frame rate**. The actual frame rate depends on the model of camera, network conditions and your PC configuration. Check **Max** if you like to always use the maximum frame rate possible.
5. **Audio** is only visible if the selected camera supports audio and is only available for MPEG-4 and H.264. Select this option to enable audio in live view or in recordings.

Add Inputs and Outputs

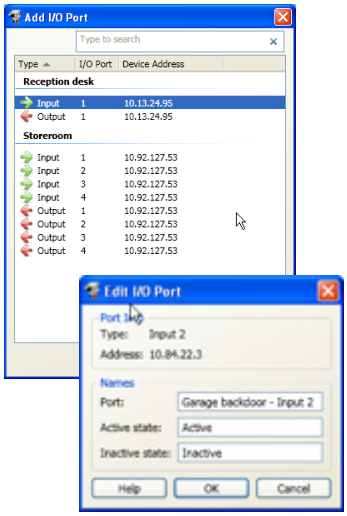
External devices such as window sensors, glass break detectors or PIRs (Passive Infrared Detector) can be connected to camera inputs and used for triggering alarms, recordings or messages. An output's main function is to trigger external devices such as a door relay that controls door locks, or an alarm siren. For more information about input/output ports, refer to the camera's User's Manual.

To add an I/O port to AXIS Camera Station:



1. To open the I/O Settings dialog, choose menu item **Configuration** > **I/O Settings**.
2. Click **Add** to open a dialog with list of available I/O ports in existing devices.
3. Highlight the desired input or output port by clicking on it.
4. Click **OK**. The Add I/O port dialog opens.

Here you give your input or output port descriptive names to appear under Logs, I/O Monitoring dialog and Event Configuration Wizard. Refer to your camera and its User's Manual about how the I/O ports were defined for setting descriptive names to the active/inactive states.



Initial State

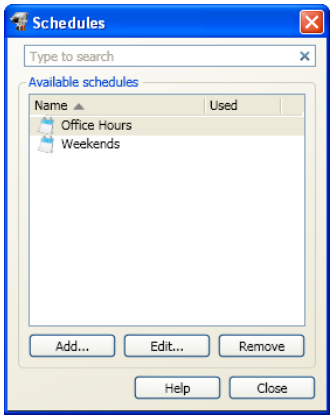
Output ports can be set to an initial state upon startup and when AXIS Camera Station establishes contact with the camera.

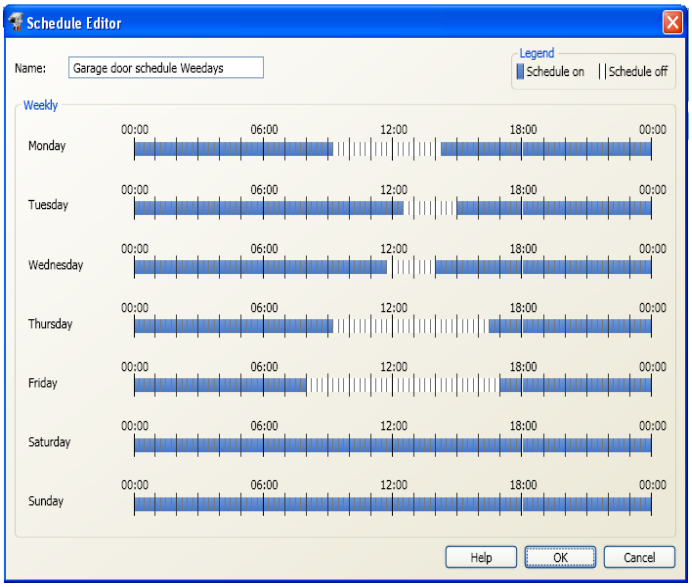
Check '**On startup set to**' to enable setting the initial state of the output port and choose the initial state of the Output port from the drop-down list. The names for the states were defined under **Names**.

Schedules

Timetables can be set up to be used in Event Configuration Wizard and Camera Recording Settings. Once a schedule has been entered, it can be reused as often as necessary. Follow these steps to set up a schedule:

1. Navigate to **Configuration** > **Schedules** from the menu.
2. Click **Add** to open the **Schedule Editor**.
3. Enter a descriptive name for the schedule.
4. Click and drag on the timelines to define intervals. A blue bar means the schedule is on while white means the schedule off.
5. Click OK to save.





Event Configuration Wizard

Event Configuration Wizard helps you set up rules for triggers and actions in AXIS Camera Station. By setting up a rule you can design actions to events; for instance when motion is detected, a siren will sound and recording will begin on designated cameras.

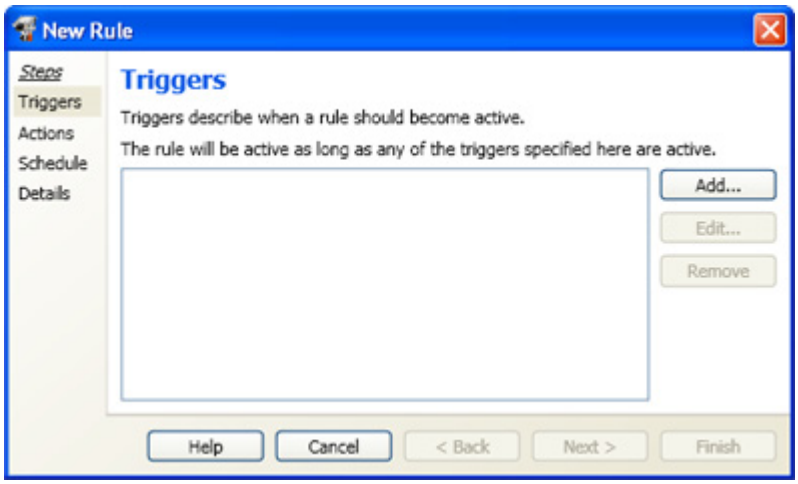
Triggers are classified in two categories; **Motion detection** and **Input/Output**. A Motion detection trigger is when an Axis camera detects motion within its defined area. Detection is performed by the camera which means no processing load to the server. Input/Output is when a camera's I/O port receives a signal from an external device, such as a doorbell, smoke detector or switch. Actions are classified as **Record**, **Raise alarm**, **Set Output**, or **Send e-mail**.

Before an event can be created based on I/O port it must be added to AXIS Camera Station. See *Add Inputs and Outputs*, on page 29.

Creating an event from an Input port

In this example, a camera's input port is connected to a switch for a door. When the door is opened, a selected camera will begin recording.

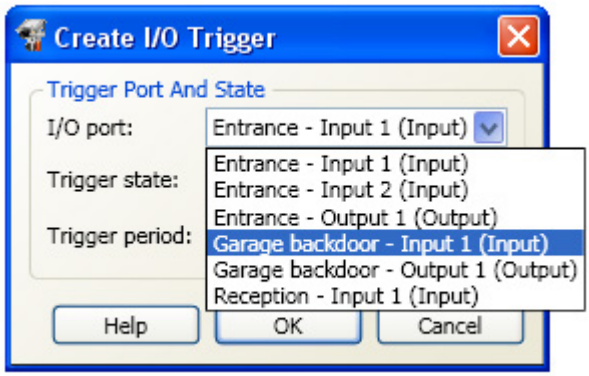
Select **Configuration** > **Event Configuration** from the menu to open the Event Configuration Wizard. Then click New to open the Rule dialog.



The Event Configuration Wizard helps you set up a rule for the event. The steps are highlighted on the left side of the dialog.

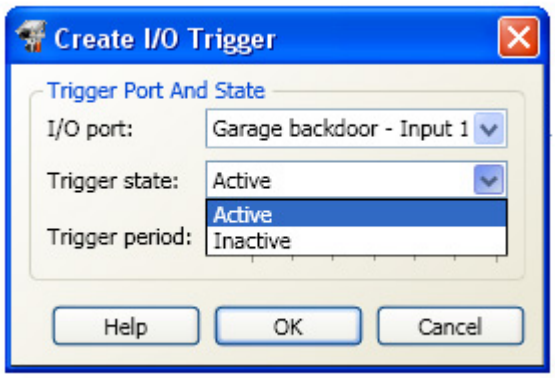
Create an I/O Trigger

1. Click **Add and a dialog opens to choose a trigger type. For this example, choose Input/Output and the Create I/O Trigger dialog opens.**



2. Choose the Input the switch is connected to. In this case, the door switch is connected to the camera viewing the Garage door's Input port.

3. Choose the port and the trigger's state to activate an event from the drop-down list. In this case, when the port becomes Active we want to trigger recording.



Note: The contents of the drop-down lists depend on how the port was defined under Configuration > I/O Settings. See *Add Inputs and Outputs*, on page 29 for more information.

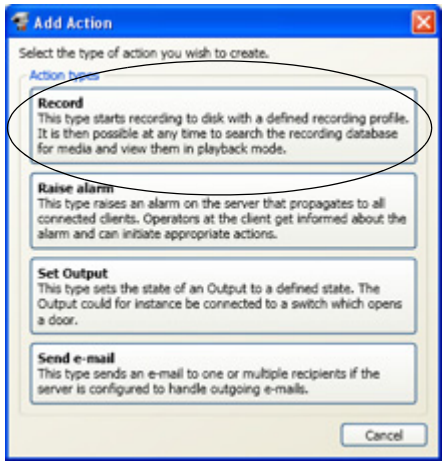
4. Since the trigger can go off many times and create unwanted events, an option is to set the **Trigger period** slider so that any triggers that come in under this period will be treated as one trigger.
5. Click OK to save the trigger settings.

At this point more triggers can be added or you can go back and edit or remove this trigger with the buttons on the right-hand side of the Rules dialog. When using several triggers, only one of the triggers needs to become active to initiate an action.

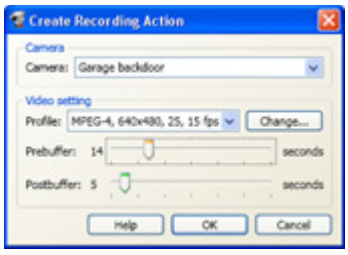
Set up an Action

Under Actions, in this example, recording should begin in the camera called Garage backdoor.

1. Click **Next to go to the Actions section and click Add**.
2. Now select the action to create. In this example the camera "Garage backdoor" should start recording, so choose **Record.**


Add Action
Select the type of action you wish to create.
Action types
Record
This type starts recording to disk with a defined recording profile. It is then possible at any time to search the recording database for media and view them in playback mode.
Raise alarm
This type raises an alarm on the server that propagates to all connected clients. Operators at the client get informed about the alarm and can initiate appropriate actions.
Set Output
This type sets the state of an Output to a defined state. The Output could for instance be connected to a switch which opens a door.
Send e-mail
This type sends an e-mail to one or multiple recipients if the server is configured to handle outgoing e-mails.
Cancel

3. In Create Recording Action choose the camera that should start recording. In this example, Garage backdoor.
4. Select the Video setting profile from the drop-down list or click Change to enter a new profile. See *Media Profile Settings*, on page 28 for more information.
5. With the slidebars select the number of seconds to include before the trigger (Prebuffer) and after the trigger stops (Postbuffer).
6. Click **OK**



At this point more actions can be added, such as send an e-mail.

1. Click **Add** and then **Send e-mail** from Add Action.
2. Enter the e-mail addresses that alarm messages should be sent to. Under New Recipient, choose if the address should be in the To, Cc or Bcc field of the e-mail and enter the e-mail address.
3. Click **Add** to enter the e-mail address into the Recipients box.
4. Enter an appropriate description for the e-mail in the Subject field.
5. Enter a short message to the recipient.
6. Click OK to save the e-mail.

Note: E-mails cannot be sent by AXIS Camera Station if an SMTP server has not been added. Go to SMTP servers under Options.

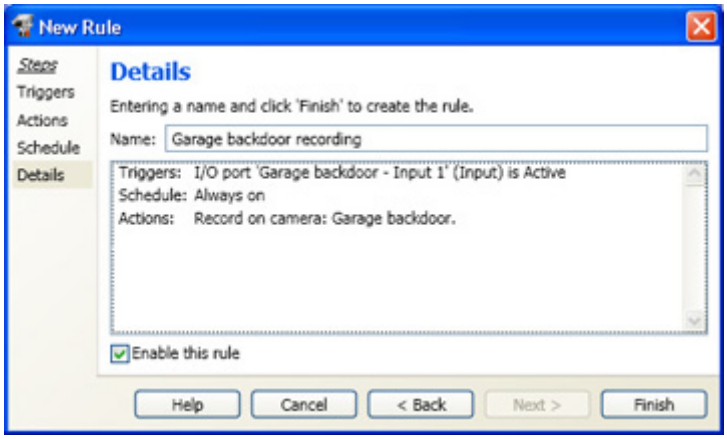
Setting a Schedule

Upon clicking **Next** we come to the **Schedule** dialog of the Event Configuration Wizard. You can choose **Always** so that the rule will always be active or a Custom Schedule from the drop-down list. For setting up a new schedule, go to *Schedules*, on page 30 in the How to section of this manual.

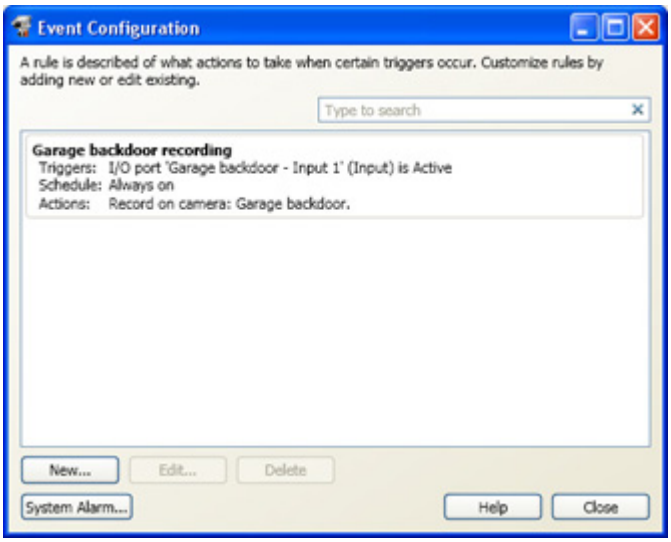
Rule Details

Click **Next** to come to the **Details** section of the Event Configuration Wizard. Enter a descriptive name for the Rule. In this example we'll call it "Garage backdoor recording"

The box, **Enable this rule**, must be checked in order for this rule to become active.



Click **Finish** to complete the rule.


Event Configuration
A rule is described of what actions to take when certain triggers occur. Customize rules by adding new or edit existing.
Type to search
Garage backdoor recording
Triggers: I/O port 'Garage backdoor - Input 1' (Input) is Active
Schedule: Always on
Actions: Record on camera: Garage backdoor.
New...
Edit...
Delete
System Alarm...
Help
Close

System Alarm Notification

A system alarm occurs when connection is lost to a camera, access to a recording disk is denied, or when a recording disk is full. Here you can set up an e-mail notification when a system alarm occurs.

1. Check **Send e-mail on system alarm to the following recipients.**
2. Enter the e-mail addresses alarm messages should be sent to.
3. Under New recipient, choose if the address should be in the To, CC or BCC field of the e-mail and enter the e-mail address.
4. Click Add to enter the e-mail address into the Recipients box.
5. Click OK to save.

Note: E-mails cannot be sent by AXIS Camera Station if an SMTP server has not been added.

Network and Security Configuration

Server port configuration

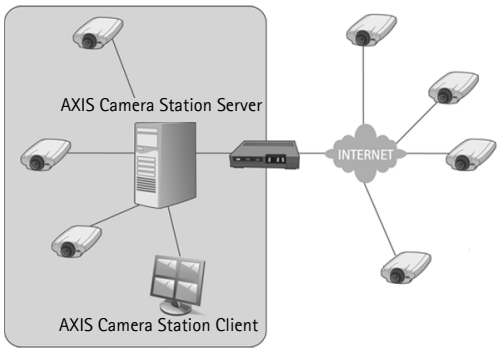
The ports 55752 (control) and 55753 (media streaming) are used on the AXIS Camera Station Server computer for communication between the server and the AXIS Camera Station Client.

These ports are used on the AXIS Camera Station Server computer for communication between the server and the AXIS Camera Station Client. If these are not the appropriate port assignments open **AXIS Camera Station Service Control** from **Start** > **All Programs** > **AXIS Camera Station 3** > **AXIS Camera Station Tools > Server Control.**

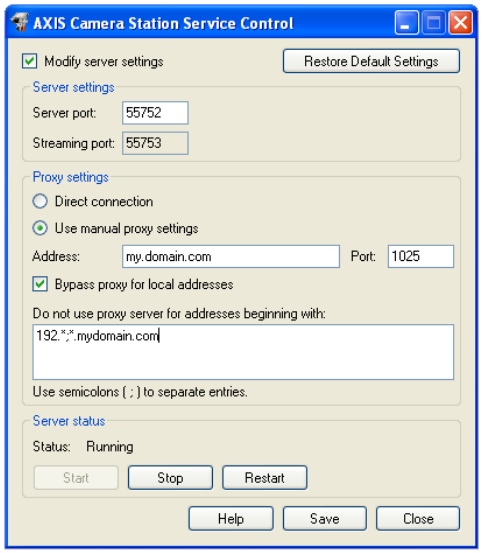
Under **Proxy settings** the radio button for **Direct connection** should be enabled.

Cameras outside of the local network

To include cameras in AXIS Camera Station that lie on the other side of a proxy server you must you must configure AXIS Camera Station to use the proxy.

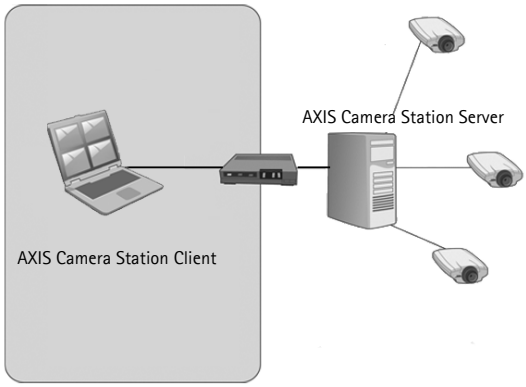


1. Open **AXIS Camera Service Control** from **Start** > **All Programs** > **AXIS Camera Station 3** > **AXIS Camera Station Tools**
2. Under **Proxy settings** the radio button for **Use manual proxy settings** should be enabled.
3. Enter the address and port number of the proxy server. This is usually the same address and port number under **Internet Options** in **Windows Control Panel**.
4. If there are local cameras that do not go through the proxy server, check **Bypass proxy for local addresses** and enter the cameras' addresses in the box separated by semicolons.



Note: If you don't know your proxy server settings contact your network administrator.

AXIS Camera Station Client behind a firewall



From the AXIS Camera Station Client connection dialog, select the appropriate option depending on your setup.

Direct connection - Select this option if there is no proxy server between AXIS Camera Station Client and AXIS Camera Station Server.

Use Internet Explorer settings - AXIS Camera Station will use the same settings as Internet Explorer.

Use manual proxy settings - This option allows you to fill in the required information manually under Manual settings.

Manual settings

Address - Enter the address or host name of the proxy server.

Port - Enter the port number of the proxy server.

Do not use proxy server for addresses beginning with - Allows you to exclude certain servers from access by the proxy. Use semicolons to separate the entries. Wildcards can be used in the addresses or hostnames, for example:"192.*" or "*.mydomain.com"

User Permissions

Using Windows Active Directory, a high level of security can be implemented in AXIS Camera Station when granting user permissions. Before users can be granted access to AXIS Camera Station, they must be added to the local computer or have an Active Directory user account.

A user can be granted access as an individual or as part of a group. In cases where a user is granted access as an individual he will retain this right plus receive the rights he receives as part of a group. For example, a user is given access to camera X as an individual. The user is also a member of a group. The group is given access to cameras Y and Z. The user then has access to cameras X, Y and Z.

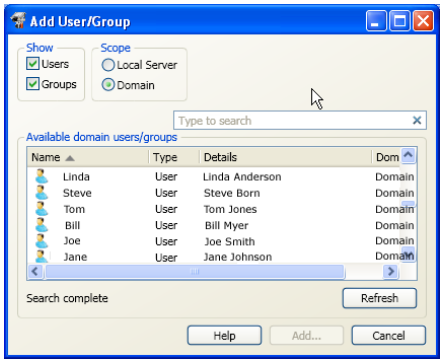
Administrators of the computer on which the AXIS Camera Station server is installed are automatically given administrator privileges to AXIS Camera Station. It is not possible to change or remove the administrators group's privileges.

Local security

By default, local security is Disabled which means all users will be given Administrator access, who log onto AXIS Camera Station Server installed on the same computer as the AXIS Camera Station Client. When local security is Enabled, access to AXIS Camera Station is restricted to trusted users and groups for both remote and local clients. Click Security Settings to change local security settings. Security setting for remote clients is always enabled.

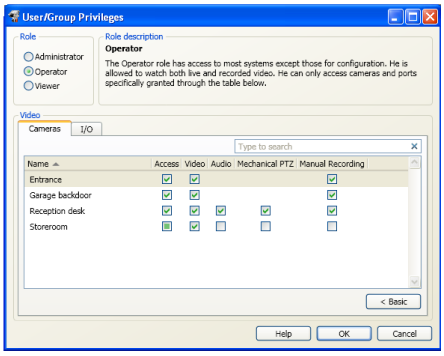
Add User/Group

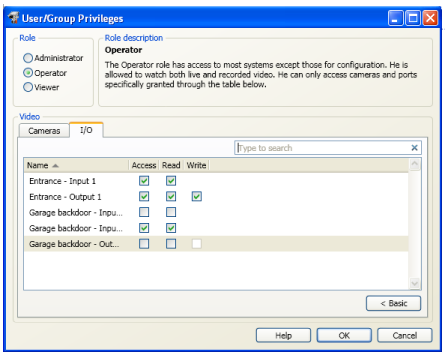
To set up a user or group simply select the user or group from the Local Server or from the Domain then select from the list of **Usable Domain Users/Groups** and click **Add** to open **User/Group Privileges**. To narrow the search, check or uncheck the appropriate boxes Users or Groups under Show. The list of available users/groups automatically refreshes.



Notes: If the domain user search fails, make sure the user that the service is running on has access to the Active Directory. User can be changed in Windows under **Control Panel** > **Administrative Tools** > **Services**.

User/Group Privileges





Give users an access level to AXIS Camera Station, selected cameras, and I/O ports.

The authority level given the user/group:

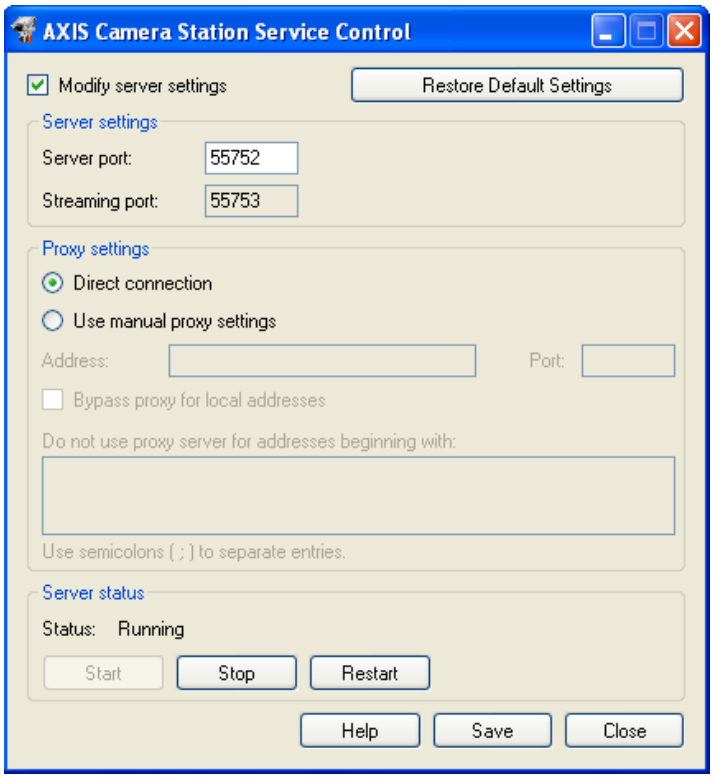
- Administrator - Full access to all functionality of AXIS Camera Station and added cameras
- Operator - Full access to all functionality of AXIS Camera Station except Configuration pages and access to audit logs. Full access to selected cameras and I/O ports
- Viewer - Access to selected Live Views and I/O ports.

For Input/Output ports to be visible here, they must be added first through I/O Settings. See *Add Inputs and Outputs*, on page 29.

AXIS Camera Station Service Control

AXIS Camera Station Service Control is the application that controls AXIS Camera Station Service. The Service Control is started when the user logs on to Windows and is located in the system tray. In most installations, the Service control's default settings are sufficient, but in those cases where AXIS Camera Station Server and AXIS Camera Station Client or cameras are separated by a proxy server then settings will need to be adjusted accordingly.

The system tray icon will display service changes, e.g. if the service is started or stopped . There are three ways to open the service control; double-click the icon in the system tray, right-click and select **Open AXIS Camera Station Service Control** from the pop-up menu or from Windows Start > All Programs > AXIS Camera Station 3 > AXIS Camera Station Tools > Service Control.



In addition to modifying the server settings, the AXIS Camera Station Server Control allows you to start, stop and restart the server. See also *AXIS Camera Station Service Administration,* on page 41.

Modify server settings

To change service settings, check the box Modify server settings.

Click **Restore Default Settings** to restore the default values for the Server, Streaming ports and proxy settings.

Server settings

Under Server settings enter the ports the server will communicate with client. The streaming port is used for video streaming, for example sending live video or playback from the server to the client. If there is a NAT or proxy between the server and clients, the ports must be configured to let communication pass through.

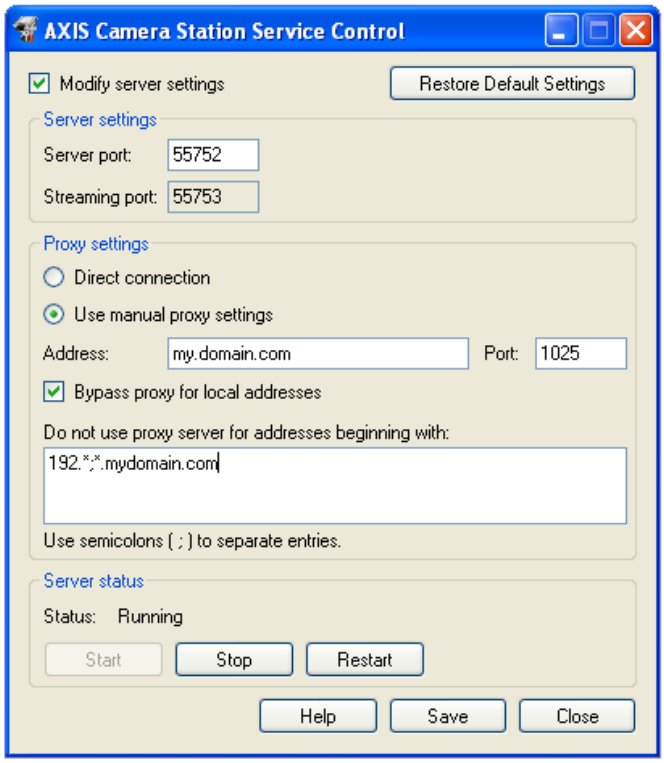
Note: A server port number must lie between 1024-65534

Once satisfied with the changes click **Save**. You will be prompted to restart the service for the changes to take effect.

Proxy settings

If there is a direct connection with the Client and cameras in the system the default Direct connection radio button should be selected. If AXIS Camera Station Server is behind a proxy server, and cameras and/or clients are outside the proxy server, modify the proxy settings manually by selecting **Use manual proxy settings**. The proxy settings entered here are probably the same as those entered in the Internet Options in the Control Panel.

Check the box **Bypass proxy for local addresses** and enter local addresses or host names of local cameras where communication does not need to pass through the proxy server.



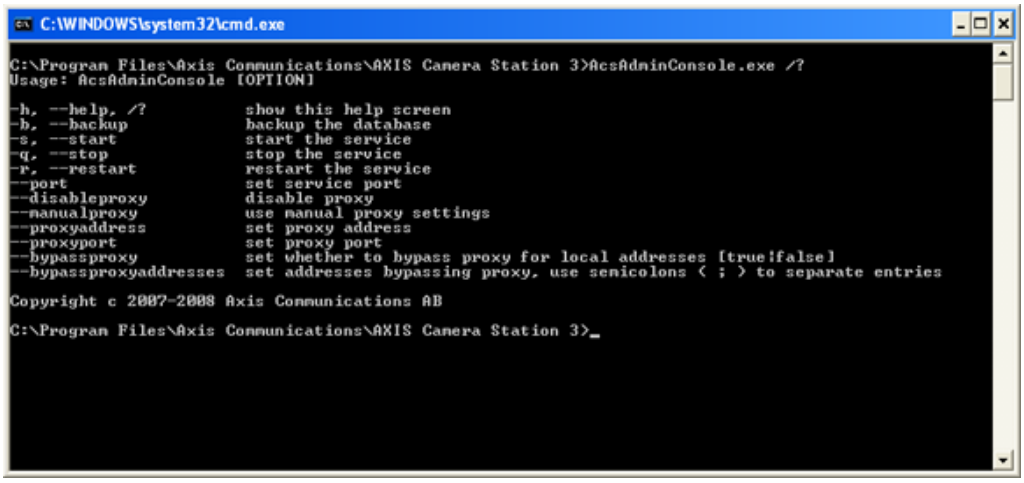
Server status

Server status shows the current status of the AXIS Camera Station Server. The buttons **Start**, **Stop** or **Restart** change the server status.

AXIS Camera Station Service Administration

The console application AcsAdminConsole.exe is located under Program Files/Axis Communications/AXIS Camera Station 3 if the default path was used when installing AXIS Camera Station Server. This console application can be used when wanting to integrate control of the AXIS Camera Station Service in environments where AXIS Camera Station Server is installed. ACSAdminConsole can be used by other applications to backup, start or stop the service. Everything the AXIS Camera Station Service Control can do AcsAdminConsole can do.

To begin open the **Command Prompt** and navigate to Program Files/Axis Communications/AXIS Camera Station 3.


C:\WINDOWS\system32\cmd.exe
C:\Program Files\Axis Communications\AXIS Camera Station 3>AcsAdminConsole.exe /?
Usage: AcsAdminConsole [OPTION]
-h, --help, /? show this help screen
-b, --backup backup the database
-s, --start start the service
-q, --stop stop the service
-r, --restart restart the service
--port set service port
--disableproxy disable proxy
--manualproxy use manual proxy settings
--proxyaddress set proxy address
--proxyport set proxy port
--bypassproxy set whether to bypass proxy for local addresses [true|false]
--bypassproxyaddresses set addresses bypassing proxy, use semicolons (;) to separate entries
Copyright c 2007-2008 Axis Communications AB
C:\Program Files\Axis Communications\AXIS Camera Station 3>_

Supported Operations

Command	Description
AcsAdminConsole --help	Lists a summary of the supported operations
AcsAdminConsole --backup	Backup databases. The backup will be located in a subfolder called backup. (C:\Documents and Settings\All Users\Application Data\Axis Communications\AXIS Camera Station Server\backup)
AcsAdminConsole --start	Start service
AcsAdminConsole --stop	Stop service
AcsAdminConsole --restart	Restart service
AcsAdminConsole --port=<port number>	Set server port (i.e. AcsAdminConsole --port=55762)
AcsAdminConsole --manualproxy --proxyaddress=myproxy --proxyport=80 --bypassproxy=true --bypassproxyaddresses=192.* --disableproxy	Set the proxy

Note that ACS Admin Console backs up only configurations and metadata and not recordings. For steps on restoring data see *Lost data*, on page 44.

Troubleshooting

Symptoms, Possible Causes and Remedial Actions

Audio	
There is no audio from one or more cameras in Live View	Follow these steps to troubleshoot audio. -Make sure the camera has audio capabilities -Check that audio is activated in Live view settings: 1. Go to Configuration > Live View Settings from the main menu 2. Click on the desired camera and then Edit to open Live View Settings 3. Click Change 4. Check the Audio box Note: Audio is not possible in M-JPEG. Choose another format if you desire audio. -Make sure the user has access rights to audio. Note: To follow these steps you must have administrator rights to AXIS Camera Station 1. Go to Configuration > User Permissions from the main menu 2. Click on the User or Group and Edit 3. Click the Advanced button. Make sure that Audio is checked in the desired camera - Check that your computer has an audio card and that it hasn't been disabled.
There is no audio in views larger than 6 split	No audio is available in split views larger than 6. Video format M-JPEG is used for views with more than 6 split views, which does not support audio. In these views M-JPEG format is used as default regardless of the Live View Settings.
There is no audio in playback	If audio was not enabled there will not be audio in the playback. Go through the steps above to make sure audio has been enabled.
Domain User Search fails	
	If the Domain User Search fails, make sure that the user the service is running on has access to the Active Directory. Users can be changed under Windows Control Panel > Administration tools > Services.
Graphics card	
The Graphics card driver is more than 3/12 months old.	For AXIS Camera Station to run properly, it's important that the graphics card in your computer has been updated with the latest driver.
	To find out what graphics card is installed in your computer, a diagnostic program called dxdiag can be used. In Windows XP 1. Select Start 2. Choose Run 3. Enter dxdiag in the Run dialog and click OK 4. If a prompt appears for the Diagnostic Tool, click Yes 5. Select the Display tab. The name of the Graphics card appears under Device In Windows Vista 1. Select Start 2. Enter dxdiag in the Start Search field 3. If a prompt appears for the Diagnostic Tool, click Yes 4. Select the Display tab. The name of the Graphics card appears under Device

The Graphics card driver is more than 3/12 months old. (cont.)	To download the latest driver you need to visit the graphics card manufacturer's web site. Some of the more common ones are • nVidia - www.nvidia.com • ATI - www.ati.com • S3 - http://www.s3graphics.com To upgrade the graphics card drivers on your computer: 1. Download the driver from the manufacturers web site to your hard drive 2. Make sure that there are no other programs running on your computer. 3. Uninstall the existing drivers 4. Run the installer and follow the wizard to install necessary files 5. Reboot to activate the change
Live View	
No image from camera	Proper decoders must be installed for MPEG-4 and H.264 video formats. In licensed mode, click on the link provided where the camera's Live View should be to launch the installation of codecs. In AXIS Camera Station One or Demo mode, download the proper codecs from the camera's Setup pages.
Repeated error message "Media Failed"	Try reducing the load to the CPU by modifying the Live View Settings for each camera under Configuration. Reduce the resolution, increase the compression setting and lower the frame rate. Check that your computer is not running low on memory.
Logon/connecting to server	
User is not authorized to login on server!	• Check that the user name and password are valid • Check that the user has access rights to AXIS Camera Station Server • If AXIS Camera Station client is running on Microsoft Vista and the user has not been added to the server, but is a member of the local administrators group on the server, the client can be started by right-clicking on the shortcut and selecting Run As Administrator. To avoid this, make sure that the user is added to AXIS Camera Station server using the User Permissions dialog
AXIS Camera Station Server was unable to verify message security. Please make sure server and client UTC times are reasonably synchronized	The clocks in AXIS Camera Station server and client are not synchronized. Adjust the clock in either the server or client so that they have the same date and time properties. For more information on setting up time in your computer consult the Window's help files.
Connection refused, server is not accepting any connections.	• Check the address and port of the AXIS Camera Station server is correct. • Check that a NAT/firewall is not blocking a connection to the server • Check that the server is running. One way is to click on the AXIS Camera Station Server icon in the system tray. Check the Server Status at the bottom of AXIS Camera Station Service Control. If status Shows "Stopped", click Start.
No connection, unable to locate server.	• Check the address and port of the AXIS Camera Station server is correct. • Check that a NAT/firewall is not blocking a connection to the server
Failed to connect to server!	• Verify that the computer the server and client are installed on is up to date and has the latest service packs/patches from Microsoft • verify that the network is correctly installed and configured on the server and client computer(s) • Verify that no NAT/firewalls are blocking connection between AXIS Camera Station client and server
Menu Items	
I can't see the configuration menu	You do not have administrator privileges. Menu items are hidden from users that are not granted access under User Permissions.
PTZ cameras	
My camera is showing itself as a PTZ camera, but it doesn't have PTZ functionality	Cameras such as AXIS 221 and AXIS 223 that have PTZ functionality through COM ports RS-485/422 and RS-232 will show up as PTZ cameras. This functionality is only available with additional third party hardware and a compatible PTZ driver. For more information contact support.
Recording storage	
Network disk is listed as "Unavailable"	The computer that AXIS Camera Station Server is installed on, should be part of the same domain as the shared folder that is entered as a Network disk.

Lost data

Data lost due to hardware failure or other problems	The AXIS Camera Station database contains information about recordings and other meta data that is needed for the system to work properly. This database is backed up every evening. Recordings are not stored in the database and should be backed up separately. If for some reason the database is lost due to hardware failure or other problems, the database can be restored either with the latest backup or you can use a prior backup. AXIS Camera Station keeps backup files for 14 days. The computer that AXIS Camera Station Server is installed on, should be part of the same domain as the shared folder that is entered as a Network disk.
	To restore the database in Windows XP follow these instructions: 1. Open **AXIS Camera Station Service Control** and click **Stop**. 2. In Widows XP, navigate to C:\Documents and Settings\All Users\Application Data\Axis Communication\AXIS Camera Station Server\ In this folder are located two files; **ACS.FDB** and **LICENSE.FDB,** and a folder labeled **Backup**. In the Backup folder are timestamped backup files for ACS.FDB and LICENSE:FDB. 3. Copy the acs_user*.fdb and license_user*.fdb files with desired date. to C:\Documents and Settings\All Users\Application Data\Axis Communication\AXIS Camera Station Server\ 4. Delete the files ACS:FDB and LICENSE:FDB 5. Rename the acs_user_*.fdb to ACS:FDB and license_user_*.fdb to LICENSE:FDB. 6. Click Start in AXIS Camera Station Service Control **Note:** In Windows VISTA the database files are located at C:\ProgramData\AXIS Communication\AXIS Camera Station Server. All recordings should be backed up from the location designated in *Set up Recording Storage*, on page 26.

Move AXIS Camera Installation

How do I move my AXIS Camera Station Installation to another server?	To move your current installation to another server please follow these steps: Install ACS (same version) on the new server 1. Move the file named ACS.FDB from this path: C:\Documents and Settings\All Users\Application Data\Axis Communications\AXIS Camera Station Server to the new location. 2. Move your recordings from the recording paths e.g C:\Recordings\ to the new location 3. Open AXIS Camera Station at the new location and do a new license registration

Firewall Exclusions

My Windows temporary directory grows	AXIS Camera Station does not create any temporary files, on the other hand a firewall will. Make sure that the following AXIS Camera Station programs are excluded in your Firewall: • server.exe • acsservice.exe • acsadmin.exe • acsadminconsole.exe • setupactions.exe

Contact Customer Support

Before contacting technical support create a Server Report of your system by selecting Help > Server Report from AXIS Camera Station's main menu.

Screenshots (copying what is currently displayed on a screen to a file) will assist Customer Support in assessing your problem.

1. Press Alt - Prt Scr
2. Open Paint
3. In Paint select Edit > Paste
4. Save file

Attach the screenshot and Server Report to your support case.